



General Services Administration
Authorized Federal Supply Service It Schedule Price List
**Schedule 70- General Purpose Commercial Information Technology Equipment,
Software, and Services**

*On-line access to contract ordering information, terms and conditions, up-to-date pricing, and the option to create an electronic delivery order is available through **GSA Advantage!**, a menu-driven database system. The INTERNET address for **GSA Advantage!** is <http://www.gsaadvantage.gov>*

FSC CLASSES:

Code D302-Systems Development Services

Code D306-Systems Analysis Services

Code D307-Automated Information Systems Services

Code D308-Programming Services

Code D316-IT Network Management Services

Code D399-Other Information Technology Services, Not Elsewhere Classified

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Contract Number: GS-35F-046CA

Contract Period: October 29, 2014 through October 28, 2019

Business Size: Small Business Concern

Pricelist current through Modification PS0006

About Us

Based in the heart of Silicon Valley, BayInfotech is an IT service company, quickly emerging as a significant global player in the competitive IT Services landscape. Our portfolios of services are thoughtfully packaged to meet the critical business nature of our clients in an efficient and effective manner.

We take pride in our ability to engage and align to our customer's plans, priorities and pains through a robust, measurable, flexible and process driven "Customer Defined Business Model" (CDBM), a unique engagement philosophy that is "Client Centric". The flexibility of our engagement model enables our clients to drive their business priorities as usual allowing us to focus in the defining and delivery of IT outcomes.

KEY SERVICES

Our wide portfolio of services range from a strategic Talent Sourcing to robust and process rich Application Development, Maintenance and Testing delivered to best suit the specific needs of our clients. BayInfotech focuses on being a strategic partner and in building a long term mutually beneficial relationship with its clients by delivering tangible value. It is our ability to engage with our clients' end goals and drive measurable outcomes that helped us become a trusted and preferred partner with our clients including at least one Fortune 500 client which ranks among the world's leading networking products companies.

PROFESSIONAL SERVICES

In an ever evolving IT landscape it is very critical that we have the right professionals at the right time and cost to ensure that your business applications are developed, managed and supported effectively and optimally. This dictates that the IT team is equipped with the right and at times difficult to find skilled professionals who can come on board and over achieve dynamic demands in a quality manner with little or no learning curve.

IT MANAGED SERVICES (APPLICATION DEVELOPMENT, TESTING, SUPPORT & MAINTENANCE)

Cloud Computing, Borderless Network, Virtualization, High Definition Video Conferencing, M2M LTE Deployment, IP telephony, Class A Security and Data Center services are just a few of the ways technology can give your business a competitive advantage in the modern day market.

TRAINING SERVICES

In an ever evolving and dynamic IT landscape it is very important for you as a professional to stay ahead of the crowd in your technical acumen. The Professional Marketplace is extremely competitive and unless you differentiate yourselves from the rest, your opportunity to rise up and move forward is lost in the din.

We can help!

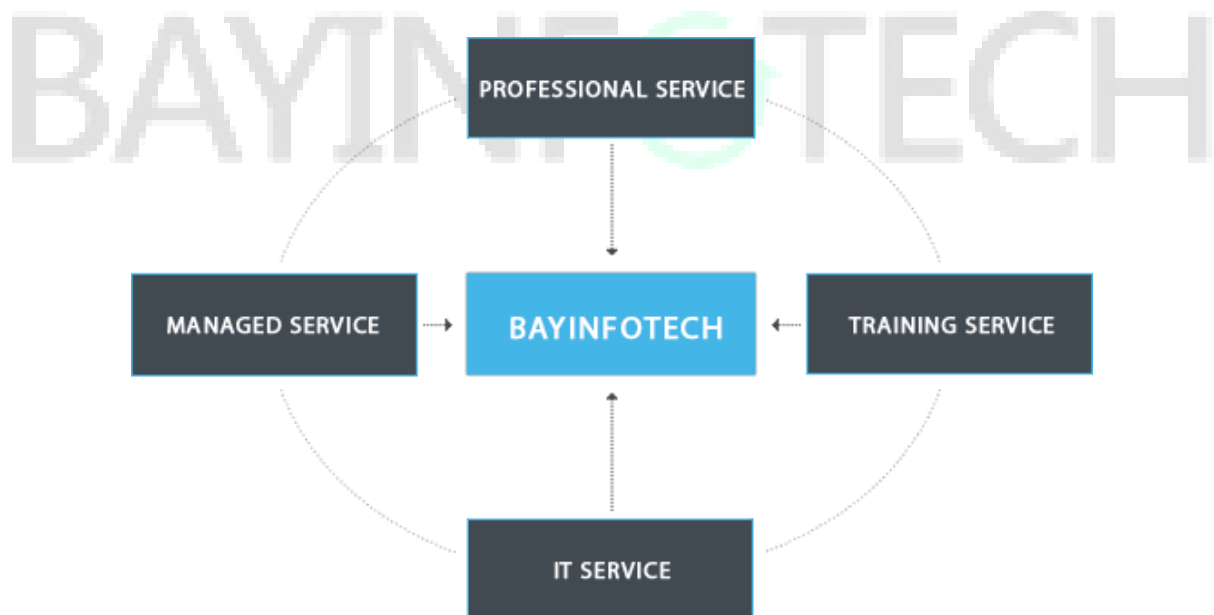
OUR CLIENTS

We grow client relationships by providing the best services in the industry. Quality Professional/Managed Services are hard to find and we take pride in leveraging our "one stop shop" approach to walk beside you in the quest for excellence. Mediocrity is not an option as we structure tailored IT solutions that provide flexibility while developing skills and domain knowledge.

Multiple CCIE instructors with dominant experience raise the bar against our competition. As a Cisco Certified Learning Partner we nurture individual from classroom to placement and subsequent knowledge enhancement beyond that. We do all this with an eye on maximizing your budget so you get the most for your dollar.

- G Google
- G Adobe
- G Cisco
- G Intuit
- G Johnson and Johnson
- G Yahoo!

- G D&B
- G Alza
- G Genentech
- G Kaiser Permanente
- G Quest Diagnostics
- G Gilead



CUSTOMER INFORMATION:

1a. TABLE OF AWARDED SPECIAL ITEM NUMBERS (SINs)

Special Item Numbers	Description
132 51, 132-51STLOC, 132-51RC	Information Technology Professional Services

Note 1: All non-professional labor categories must be incidental to and used solely to support hardware, software and/or professional services, and cannot be purchased separately.

Note 2: Offerors and Agencies are advised that the Group 70 – Information Technology Schedule is not to be used as a means to procure services which properly fall under the Brooks Act. These services include, but are not limited to, architectural, engineering, mapping, cartographic production, remote sensing, geographic information systems, and related services. FAR 36.6 distinguishes between mapping services of an A/E nature and mapping services which are not connected nor incidental to the traditionally accepted A/E Services.

Note 3: This solicitation is not intended to solicit for the reselling of IT Professional Services, except for the provision of implementation, maintenance, integration, or training services in direct support of a product. Under such circumstances the services must be performed by the publisher or manufacturer or one of their authorized agents.

1b. The Lowest Priced Labor Category Title/Rate :

SIN	Labor Category Title	GSA Rate
132-51, 132-51STLOC, 132-51RC	Business Analyst	\$69.63

2. GEOGRAPHIC SCOPE OF CONTRACT: The Geographic Scope of Contract will be **Domestic Delivery** only. Domestic delivery is delivery within the 48 contiguous states, Alaska, Hawaii, Puerto Rico, Washington, DC, and U.S. Territories. Domestic delivery also includes a port or consolidation point, within the aforementioned areas, for orders received from overseas activities.

3. CONTRACTOR'S ORDERING ADDRESS AND PAYMENT INFORMATION:

BayInfotech, LLC
1615A South Main St
Milpitas, CA 95035-6261

Contractor must accept the credit card for payments equal to or less than the micro-purchase for oral or written orders under this contract. The Contractor and the ordering agency may

agree to use the credit card for dollar amounts over the micro-purchase threshold (See GSAR 552.232-79 Payment by Credit Card). In addition, bank account information for wire transfer payments will be shown on the invoice.

The following telephone number(s) can be used by ordering activities to obtain technical and/or ordering assistance:

408-480-8501 phone

408-480-8501 fax

4. LIABILITY FOR INJURY OR DAMAGE

The Contractor shall not be liable for any injury to ordering activity personnel or damage to ordering activity property arising from the use of equipment maintained by the Contractor, unless such injury or damage is due to the fault or negligence of the Contractor.

5. DATA UNIVERSAL NUMBERING SYSTEMS (DUNS): 048843605

6. TAX IDENTIFICATION NUMBER (TIN): 90-0733142

7. CAGE CODE: 716M5

8. BayInfotech, LLC is registered within the System for Award Management (SAM).

9. WARRANTY/GUARANTEE PROVISION:

Special Item Numbers	Guarantee Provision
132-51, 132-51STLOC, 132-51RC	Guarantee that all services will be performed in a satisfactory workmanlike manner

10. FOB POINT – Destination

11. DELIVERY SCHEDULE:

a. **Time of Delivery**-The Contractor shall deliver to destination within the number of calendar days after receipt of order (ARO), as set forth below:

Special Item Numbers	Normal Delivery	Expedited Delivery
132-51, 132-51STLOC, 132-51RC	TBD at task order level	TBD at task order level

b. **Urgent Requirements** - When the Federal Supply Schedule contract delivery period does not meet the bona fide urgent delivery requirements of an ordering activity, ordering activities are encouraged, if time permits, to contact the Contractor for the purpose of obtaining accelerated delivery. The Contractor shall reply to the inquiry within 3 workdays after receipt. (Telephonic replies shall be confirmed by the Contractor in writing.) If the Contractor offers an accelerated delivery time acceptable to the ordering activity, any order(s) placed pursuant to the agreed upon accelerated delivery time frame shall be delivered within this shorter delivery time and in accordance with all other terms and conditions of the contract.

12. **DISCOUNTS:** Prices shown are NET Prices; Basic Discounts have been deducted.

Standard Discount	5-14.10% off the Fee Schedule
Prompt Payment Discount	1% - 15 days Net 30
Quantity Discounts	None Offered
Volume Discounts	Additional 1% on for a single order of \$100K+
Government Educational Institutions Discounts	Offered the same discounts/concessions as all other Government Customers under the contract
Other: (Specify)	None Offered

13. **TRADE AGREEMENTS ACT OF 1979, as amended:**

All items are U.S. made end products, designated country end products, Caribbean Basin country end products, Canadian end products, or Mexican end products as defined in the Trade Agreements Act of 1979, as amended.

14. **STATEMENT CONCERNING AVAILABILITY OF EXPORT PACKING:** Exporting Packing is not offered under this contract.

15. **SMALL REQUIREMENTS:** The minimum dollar value of orders to be issued is **\$ 100.00**

16. **MAXIMUM ORDER (All dollar amounts are exclusive of any discount for prompt payment.):**

The Maximum Order value for the following Special Item Numbers (SINs) listed below is **\$ 500,000:**

Special Item Numbers 132-51, 132-51STLOC, and 132-51RC - IT Professional Services

17. **ORDERING PROCEDURES FOR FEDERAL SUPPLY SCHEDULE CONTRACTS:**

Ordering activities shall use the ordering procedures of Federal Acquisition Regulation (FAR) 8.405 when placing an order or establishing a BPA for supplies or services. These procedures apply to all schedules.

- a. FAR 8.405-1 Ordering procedures for supplies, and services not requiring a statement of work.
- b. FAR 8.405-2 Ordering procedures for services requiring a statement of work.

18. FEDERAL INFORMATION TECHNOLOGY/TELECOMMUNICATION STANDARDS REQUIREMENTS: Ordering activities acquiring products from this Schedule must comply with the provisions of the Federal Standards Program, as appropriate (reference: NIST Federal Standards Index). Inquiries to determine whether or not specific products listed herein comply with Federal Information Processing Standards (FIPS) or Federal Telecommunication Standards (FED-STDS), which are cited by ordering activities, shall be responded to promptly by the Contractor.

18.1 FEDERAL INFORMATION PROCESSING STANDARDS PUBLICATIONS (FIPS PUBS): Information Technology products under this Schedule that do not conform to Federal Information Processing Standards (FIPS) should not be acquired unless a waiver has been granted in accordance with the applicable "FIPS Publication." Federal Information Processing Standards Publications (FIPS PUBS) are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Information concerning their availability and applicability should be obtained from the National Technical Information Service (NTIS), 5285 Port Royal Road, Springfield, Virginia 22161. FIPS PUBS include voluntary standards when these are adopted for Federal use. Individual orders for FIPS PUBS should be referred to the NTIS Sales Office, and orders for subscription service should be referred to the NTIS Subscription Officer, both at the above address, or telephone number (703) 487-4650.

18.2 FEDERAL TELECOMMUNICATION STANDARDS (FED-STDS): Telecommunication products under this Schedule that do not conform to Federal Telecommunication Standards (FED-STDS) should not be acquired unless a waiver has been granted in accordance with the applicable "FED-STD." Federal Telecommunication Standards are issued by the U.S. Department of Commerce, National Institute of Standards and Technology (NIST), pursuant to National Security Act. Ordering information and information concerning the availability of FED-STDS should be obtained from the GSA, Federal Acquisition Service, Specification Section, 470 East L'Enfant Plaza, Suite 8100, SW, Washington, DC 20407, telephone number (202)619-8925. Please include a self-addressed mailing label when requesting information by mail. Information concerning their applicability can be obtained by writing or calling the U.S. Department of Commerce, National Institute of Standards and Technology, Gaithersburg, MD 20899, telephone number (301)975-2833.

19. CONTRACTOR TASKS / SPECIAL REQUIREMENTS (C-FSS-370) (NOV 2003)

- (a) **Security Clearances:** The Contractor may be required to obtain/possess varying levels of security clearances in the performance of orders issued under this contract. All costs associated with obtaining/possessing such security clearances should be factored into the price offered under the Multiple Award Schedule.

- (b) **Travel:** The Contractor may be required to travel in performance of orders issued under this contract. Allowable travel and per diem charges are governed by Pub .L. 99-234 and FAR Part 31, and are reimbursable by the ordering agency or can be priced as a fixed price item on orders placed under the Multiple Award Schedule. Travel in performance of a task order will only be reimbursable to the extent authorized by the ordering agency. The Industrial Funding Fee does NOT apply to travel and per diem charges.
- (c) **Certifications, Licenses and Accreditations:** As a commercial practice, the Contractor may be required to obtain/possess any variety of certifications, licenses and accreditations for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such certifications, licenses and accreditations should be factored into the price offered under the Multiple Award Schedule program.
- (d) **Insurance:** As a commercial practice, the Contractor may be required to obtain/possess insurance coverage for specific FSC/service code classifications offered. All costs associated with obtaining/possessing such insurance should be factored into the price offered under the Multiple Award Schedule program.
- (e) **Personnel:** The Contractor may be required to provide key personnel, resumes or skill category descriptions in the performance of orders issued under this contract. Ordering activities may require agency approval of additions or replacements to key personnel.
- (f) **Organizational Conflicts of Interest:** Where there may be an organizational conflict of interest as determined by the ordering agency, the Contractor's participation in such order may be restricted in accordance with FAR Part 9.5.
- (g) **Documentation/Standards:** The Contractor may be requested to provide products or services in accordance with rules, regulations, OMB orders, standards and documentation as specified by the agency's order.
- (h) **Data/Deliverable Requirements:** Any required data/deliverables at the ordering level will be as specified or negotiated in the agency's order.
- (i) **Government-Furnished Property:** As specified by the agency's order, the Government may provide property, equipment, materials or resources as necessary.
- (j) **Availability of Funds:** Many Government agencies' operating funds are appropriated for a specific fiscal year. Funds may not be presently available for any orders placed under the contract or any option year. The Government's obligation on orders placed under this contract is contingent upon the availability of appropriated funds from which payment for ordering purposes can be made. No legal liability on the part of the Government for any payment may arise until funds are available to the ordering Contracting Officer.
- (k) **Overtime:** For professional services, the labor rates in the Schedule should not vary by virtue of the Contractor having worked overtime. For services applicable to the Service Contract Act (as identified in the Schedule), the labor rates in the Schedule will vary as governed by labor laws (usually assessed a time and a half of the labor rate).

20. CONTRACT ADMINISTRATION FOR ORDERING ACTIVITIES: Any ordering activity, with respect to any one or more delivery orders placed by it under this contract, may exercise

the same rights of termination as might the GSA Contracting Officer under provisions of FAR 52.212-4, paragraphs (l) Termination for the ordering activity's convenience, and (m) Termination for Cause (See 52.212-4)

21. GSA ADVANTAGE! :

GSA Advantage! is an on-line, interactive electronic information and ordering system that provides on-line access to vendors' schedule prices with ordering information. GSA Advantage! will allow the user to perform various searches across all contracts including, but not limited to:

- (1) Manufacturer;
- (2) Manufacturer's Part Number; and
- (3) Product categories.

Agencies can browse GSA Advantage! by accessing the Internet World Wide Web utilizing a browser (ex.: NetScape). The Internet address is <http://www.gsaadvantage.gov>

22. PURCHASE OF OPEN MARKET ITEMS:

NOTE: Open Market Items are also known as incidental items, noncontract items, non-Schedule items, and items not on a Federal Supply Schedule contract. ODCs (Other Direct Costs) are not part of this contract and should be treated as open market purchases. Ordering Activities procuring open market items must follow FAR 8.402(f).

For administrative convenience, an ordering activity contracting officer may add items not on the Federal Supply Multiple Award Schedule (MAS) -- referred to as open market items -- to a Federal Supply Schedule blanket purchase agreement (BPA) or an individual task or delivery order, **only if-**

- (1) All applicable acquisition regulations pertaining to the purchase of the items not on the Federal Supply Schedule have been followed (e.g., publicizing (Part 5), competition requirements (Part 6), acquisition of commercial items (Part 12), contracting methods (Parts 13, 14, and 15), and small business programs (Part 19));
- (2) The ordering activity contracting officer has determined the price for the items not on the Federal Supply Schedule is fair and reasonable;
- (3) The items are clearly labeled on the order as items not on the Federal Supply Schedule; and
- (4) All clauses applicable to items not on the Federal Supply Schedule are included in the order.

23. CONTRACTOR COMMITMENTS, WARRANTIES AND REPRESENTATIONS:

a. For the purpose of this contract, commitments, warranties and representations include, in addition to those agreed to for the entire schedule contract:

- (1) Time of delivery/installation quotations for individual orders;
- (2) Technical representations and/or warranties of products concerning performance, total system performance and/or configuration, physical, design and/or functional characteristics and capabilities of a product/equipment/ service/software

package submitted in response to requirements which result in orders under this schedule contract.

(3) Any representations and/or warranties concerning the products made in any literature, description, drawings and/or specifications furnished by the Contractor.

b. The above is not intended to encompass items not currently covered by the GSA Schedule contract.

25. OVERSEAS ACTIVITIES:

The terms and conditions of this contract shall apply to all orders for installation, maintenance and repair of equipment in areas listed in the pricelist outside the 48 contiguous states and the District of Columbia, except as indicated below:

Not offered

Upon request of the Contractor, the ordering activity may provide the Contractor with logistics support, as available, in accordance with all applicable ordering activity regulations. Such ordering activity support will be provided on a reimbursable basis, and will only be provided to the Contractor's technical personnel whose services are exclusively required for the fulfillment of the terms and conditions of this contract.

26. BLANKET PURCHASE AGREEMENTS (BPAs):

The use of BPAs under any schedule contract to fill repetitive needs for supplies or services is allowable. BPAs may be established with one or more schedule contractors. The number of BPAs to be established is within the discretion of the ordering activity establishing the BPA and should be based on a strategy that is expected to maximize the effectiveness of the BPA(s). Ordering activities shall follow FAR 8.405-3 when creating and implementing BPA(s).

27. CONTRACTOR TEAM ARRANGEMENTS:

Contractors participating in contractor team arrangements must abide by all terms and conditions of their respective contracts. This includes compliance with Clauses 552.238-74, Industrial Funding Fee and Sales Reporting, i.e., each contractor (team member) must report sales and remit the IFF for all products and services provided under its individual contract.

28. INSTALLATION, DEINSTALLATION, REINSTALLATION:

The Davis-Bacon Act (40 U.S.C. 276a-276a-7) provides that contracts in excess of \$2,000 to which the United States or the District of Columbia is a party for construction, alteration, or repair (including painting and decorating) of public buildings or public works with the United States, shall contain a clause that no laborer or mechanic employed directly upon the site of the work shall received less than the prevailing wage rates as determined by the Secretary of Labor. The requirements of the Davis-Bacon Act do not apply if the construction work is incidental to the furnishing of supplies, equipment, or services. For example, the requirements do not apply to simple installation or alteration of a public building or public work that is incidental to furnishing supplies or equipment under a supply contract. However, if the construction, alteration or repair is segregable and exceeds \$2,000, then the requirements of the Davis-Bacon Act applies.

The ordering activity issuing the task order against this contract will be responsible for proper administration and enforcement of the Federal labor standards covered by the Davis-Bacon Act. The proper Davis-Bacon wage determination will be issued by the ordering activity at the time a request for quotations is made for applicable construction classified installation, deinstallation, and reinstallation services under SIN 132-8 or 132-9.

29. SECTION 508 COMPLIANCE:

If applicable, Section 508 compliance information on the supplies and services in this contract are available in Electronic and Information Technology (EIT) at the following website: www.bay-infotech.com

30. PRIME CONTRACTOR ORDERING FROM FEDERAL SUPPLY SCHEDULES:

Prime Contractors (on cost reimbursement contracts) placing orders under Federal Supply Schedules, on behalf of an ordering activity, shall follow the terms of the applicable schedule and authorization and include with each order –

(a) A copy of the authorization from the ordering activity with whom the contractor has the prime contract (unless a copy was previously furnished to the Federal Supply Schedule contractor); and

(b) The following statement:

This order is placed under written authorization from _____ dated _____. In the event of any inconsistency between the terms and conditions of this order and those of your Federal Supply Schedule contract, the latter will govern.

31. INSURANCE—WORK ON A GOVERNMENT INSTALLATION (JAN 1997)(FAR 52.228-5):

(a) The Contractor shall, at its own expense, provide and maintain during the entire performance of this contract, at least the kinds and minimum amounts of insurance required in the Schedule or elsewhere in the contract.

(b) Before commencing work under this contract, the Contractor shall notify the Contracting Officer in writing that the required insurance has been obtained. The policies evidencing required insurance shall contain an endorsement to the effect that any cancellation or any material change adversely affecting the Government's interest shall not be effective—

(1) For such period as the laws of the State in which this contract is to be performed prescribe; or

(2) Until 30 days after the insurer or the Contractor gives written notice to the Contracting Officer, whichever period is longer.

(c) The Contractor shall insert the substance of this clause, including this paragraph (c), in subcontracts under this contract that require work on a Government installation and shall

require subcontractors to provide and maintain the insurance required in the Schedule or elsewhere in the contract. The Contractor shall maintain a copy of all subcontractors' proofs of required insurance, and shall make copies available to the Contracting Officer upon request.

32. SOFTWARE INTEROPERABILITY:

Offerors are encouraged to identify within their software items any component interfaces that support open standard interoperability. An item's interface may be identified as interoperable on the basis of participation in a Government agency-sponsored program or in an independent organization program. Interfaces may be identified by reference to an interface registered in the component registry located at <http://www.core.gov>.

33. ADVANCE PAYMENTS

A payment under this contract to provide a service or deliver an article for the United States Government may not be more than the value of the service already provided or the article already delivered. Advance or pre-payment is not authorized or allowed under this contract. (31 U.S.C. 3324)

BAYINFCTECH

**TERMS AND CONDITIONS APPLICABLE TO INFORMATION TECHNOLOGY (IT)
PROFESSIONAL SERVICES (SPECIAL ITEM NUMBER 132-51, 132-51STLOC, and 132-51RC)**

1. SCOPE

- a. *The prices, terms and conditions stated under Special Item Number 132-51, 132-51STLOC and 132-51RC - Information Technology Professional Services apply exclusively to IT Professional Services within the scope of this Information Technology Schedule.*
- b. *The Contractor shall provide services at the ordering activity location, as agreed to by the Contractor and the ordering activity.*

2. PERFORMANCE INCENTIVES I-FSS-60 Performance Incentives (April 2000)

- a. *Performance incentives may be agreed upon between the Contractor and the ordering activity on individual fixed price orders or Blanket Purchase Agreements under this contract.*
- b. *The ordering activity must establish a maximum performance incentive price for these services and/or total solutions on individual orders or Blanket Purchase Agreements.*
- c. *Incentives should be designed to relate results achieved by the contractor to specified targets. To the maximum extent practicable, ordering activities shall consider establishing incentives where performance is critical to the ordering activity's mission and incentives are likely to motivate the contractor. Incentives shall be based on objectively measurable tasks.*

3. ORDER

- a. *Agencies may use written orders, EDI orders, blanket purchase agreements, individual purchase orders, or task orders for ordering services under this contract. Blanket Purchase Agreements shall not extend beyond the end of the contract period; all services and delivery shall be made and the contract terms and conditions shall continue in effect until the completion of the order. Orders for tasks which extend beyond the fiscal year for which funds are available shall include FAR 52.232-19 (Deviation – May 2003) Availability of Funds for the Next Fiscal Year. The purchase order shall specify the availability of funds and the period for which funds are available.*
- b. *All task orders are subject to the terms and conditions of the contract. In the event of conflict between a task order and the contract, the contract will take precedence.*

4. PERFORMANCE OF SERVICES

- a. *The Contractor shall commence performance of services on the date agreed to by the Contractor and the ordering activity.*
- b. *The Contractor agrees to render services only during normal working hours, unless otherwise agreed to by the Contractor and the ordering activity.*
- c. *The ordering activity should include the criteria for satisfactory completion for each task in the Statement of Work or Delivery Order. Services shall be completed in a good and workmanlike manner.*
- d. *Any Contractor travel required in the performance of IT Services must comply with the Federal Travel Regulation or Joint Travel Regulations, as applicable, in effect on the date(s) the*

travel is performed. Established Federal Government per diem rates will apply to all Contractor travel. Contractors cannot use GSA city pair contracts.

5. STOP-WORK ORDER (FAR 52.242-15) (AUG 1989)

(a) The Contracting Officer may, at any time, by written order to the Contractor, require the Contractor to stop all, or any part, of the work called for by this contract for a period of 90 days after the order is delivered to the Contractor, and for any further period to which the parties may agree. The order shall be specifically identified as a stop-work order issued under this clause. Upon receipt of the order, the Contractor shall immediately comply with its terms and take all reasonable steps to minimize the incurrence of costs allocable to the work covered by the order during the period of work stoppage. Within a period of 90 days after a stop-work is delivered to the Contractor, or within any extension of that period to which the parties shall have agreed, the Contracting Officer shall either-

(1) Cancel the stop-work order; or

(2) Terminate the work covered by the order as provided in the Default, or the Termination for Convenience of the Government, clause of this contract.

(b) If a stop-work order issued under this clause is canceled or the period of the order or any extension thereof expires, the Contractor shall resume work. The Contracting Officer shall make an equitable adjustment in the delivery schedule or contract price, or both, and the contract shall be modified, in writing, accordingly, if-

(1) The stop-work order results in an increase in the time required for, or in the Contractor's cost properly allocable to, the performance of any part of this contract; and

(2) The Contractor asserts its right to the adjustment within 30 days after the end of the period of work stoppage; provided, that, if the Contracting Officer decides the facts justify the action, the Contracting Officer may receive and act upon the claim submitted at any time before final payment under this contract.

(c) If a stop-work order is not canceled and the work covered by the order is terminated for the convenience of the Government, the Contracting Officer shall allow reasonable costs resulting from the stop-work order in arriving at the termination settlement.

(d) If a stop-work order is not canceled and the work covered by the order is terminated for default, the Contracting Officer shall allow, by equitable adjustment or otherwise, reasonable costs resulting from the stop-work order.

6. INSPECTION OF SERVICES

In accordance with FAR 52.212-4 CONTRACT TERMS AND CONDITIONS--COMMERCIAL ITEMS (MAR 2009) (DEVIATION I - FEB 2007) for Firm-Fixed Price orders and FAR 52.212-4 CONTRACT TERMS AND CONDITIONS -COMMERCIAL ITEMS (MAR 2009) (ALTERNATE I - OCT 2008) (DEVIATION I – FEB 2007) applies to Time-and-Materials and Labor-Hour Contracts orders placed under this contract.

7. RESPONSIBILITIES OF THE CONTRACTOR

The Contractor shall comply with all laws, ordinances, and regulations (Federal, State, City, or otherwise) covering work of this character. If the end product of a task order is software, then FAR 52.227-14 (Dec 2007) Rights in Data – General, may apply.

8. RESPONSIBILITIES OF THE ORDERING ACTIVITY

Subject to security regulations, the ordering activity shall permit Contractor access to all facilities necessary to perform the requisite IT Professional Services.

9. INDEPENDENT CONTRACTOR

All IT Professional Services performed by the Contractor under the terms of this contract shall be as an independent Contractor, and not as an agent or employee of the ordering activity.

10. ORGANIZATIONAL CONFLICTS OF INTEREST

a. Definitions.

“Contractor” means the person, firm, unincorporated association, joint venture, partnership, or corporation that is a party to this contract.

“Contractor and its affiliates” and “Contractor or its affiliates” refers to the Contractor, its chief executives, directors, officers, subsidiaries, affiliates, subcontractors at any tier, and consultants and any joint venture involving the Contractor, any entity into or with which the Contractor subsequently merges or affiliates, or any other successor or assignee of the Contractor.

An “Organizational conflict of interest” exists when the nature of the work to be performed under a proposed ordering activity contract, without some restriction on ordering activities by the Contractor and its affiliates, may either (i) result in an unfair competitive advantage to the Contractor or its affiliates or (ii) impair the Contractor’s or its affiliates’ objectivity in performing contract work.

b. To avoid an organizational or financial conflict of interest and to avoid prejudicing the best interests of the ordering activity, ordering activities may place restrictions on the Contractors, its affiliates, chief executives, directors, subsidiaries and subcontractors at any tier when placing orders against schedule contracts. Such restrictions shall be consistent with FAR 9.505 and shall be designed to avoid, neutralize, or mitigate organizational conflicts of interest that might otherwise exist in situations related to individual orders placed against the schedule contract. Examples of situations, which may require restrictions, are provided at FAR 9.508.

11. INVOICES

The Contractor, upon completion of the work ordered, shall submit invoices for IT Professional Services. Progress payments may be authorized by the ordering activity on individual orders if appropriate. Progress payments shall be based upon completion of defined milestones or interim products. Invoices shall be submitted monthly for recurring services performed during the preceding month.

12. PAYMENTS

For firm-fixed price orders the ordering activity shall pay the Contractor, upon submission of proper invoices or vouchers, the prices stipulated in this contract for service rendered and accepted. Progress payments shall be made only when authorized by the order. For time-and-materials orders, the Payments under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to time-and-materials orders placed under this contract. For labor-hour orders, the Payment under Time-and-Materials and Labor-Hour Contracts at FAR 52.212-4 (MAR 2009) (ALTERNATE I – OCT 2008) (DEVIATION I – FEB 2007) applies to labor-hour orders placed under this contract. 52.216-31(Feb 2007) Time-and-Materials/Labor-Hour Proposal Requirements—Commercial Item Acquisition. As prescribed in 16.601(e)(3), insert the following provision:

(a) The Government contemplates award of a Time-and-Materials or Labor-Hour type of contract resulting from this solicitation.

(b) The offeror must specify fixed hourly rates in its offer that include wages, overhead, general and administrative expenses, and profit. The offeror must specify whether the fixed hourly rate for each labor category applies to labor performed by—

- (1) The offeror;*
- (2) Subcontractors; and/or*
- (3) Divisions, subsidiaries, or affiliates of the offeror under a common control.*

13. RESUMES

Resumes shall be provided to the GSA Contracting Officer or the user ordering activity upon request.

14. INCIDENTAL SUPPORT COSTS

Incidental support costs are available outside the scope of this contract. The costs will be negotiated separately with the ordering activity in accordance with the guidelines set forth in the FAR.

15. APPROVAL OF SUBCONTRACTS

The ordering activity may require that the Contractor receive, from the ordering activity's Contracting Officer, written consent before placing any subcontract for furnishing any of the work called for in a task order.

16. DESCRIPTION OF IT PROFESSIONAL SERVICES AND PRICING

****All labor categories are being performed at the government site.***

**All Labor Categories are being performed at the government site.*

Service	Functional Responsibilities	Minimum Years of Experience	Minimum Education Level
Administrative Specialist	Responsible for the preparation of correspondence and technical documents in final form using Information Technology equipment and software. Assists in the development of correspondence guidelines and procedures. Reviews office correspondence, staff actions and reports prepared for management's signature for clarity, completeness, and grammatical and procedural correctness. Develops and maintains a standardized system for filing. Provides assistance in establishing and maintaining both centralized and decentralized office files, and management and record keeping systems including automated IT record management systems.	4	Bachelor's Degree
Configuration Analyst	Provides configuration baseline control throughout the life cycle of information systems as well as its component software and hardware elements. Provides allocated, functional, and physical baseline control and audit support. Works closely with Configuration Control Boards (CCBs) to ensure all baseline changes are approved before initiation. Reviews engineering change requests to assess impact upon configuration baseline and logistics support elements. Maintains configuration control records and technical documents. Works closely with quality assurance and management representatives to ensure an accurate and well documented product baseline.	4	Bachelor's Degree
Database Analyst 1	Provides database design, development, and maintenance support. Translates and programs user functional requirements and specifications into database applications. Generates database reports. Uses database tool-sets to aid in database application design and development. Assists in the development of reporting and data input utilities. Develops graphical user interfaces to aid in information entry and retrieval by system users. Participates in the development of required database and supporting technical and user documentation to ensure efficient use of developed database systems and to maintain an accurate configuration control and maintenance update mechanism.	4	Bachelor's Degree
Database Analyst 2	Provides database design, development, and maintenance support. Translates and programs user functional requirements and specifications into database applications. Generates database reports. Uses database tool-sets to aid in database application design and development. Develops reporting and data input utilities. Develops graphical user interfaces to aid in information entry and retrieval by system users. Develops required database and supporting technical and user documentation to ensure efficient use of developed database systems and to maintain an accurate configuration control and maintenance update mechanism.	6	Bachelor's Degree
Database Architect	Directs the design of databases to store, secure, select, and retrieve information in a logical, orderly manner. Ensures that designed systems provide sufficient controlled avenues for access to and update of the database. Ensures the currency, accuracy, and integrity of the data. Oversees the design and maintenance of the data dictionary; retrieves transactions to ensure correct implementation and usages of the database. Continually assesses the performance of the database for maximum effectiveness. Works closely with peer level data processing management to evaluate the effects of systems tools or equipment changes on the database and to ensure continuing integration of the database. Trains and develops subordinates through varied assignments.	9	Bachelor's Degree

Financial Specialist	<p>Collaborates with IT management and IT colleagues to translate corporate/functional business and information objectives into an IT strategic/tactical business plan. Collaborate with the finance department and various functional managers to ensure IT operational budgets are properly estimated and controlled. Develop complex financial models; conduct financial analysis and provide overall financial recommendations; develop controls and measurements to monitor progress against IT's financial plan. Consult within the IT organization to integrate activities with business units, corporate departments, and IT departments to ensure the successful implementation and support of project efforts. Support execution of multiple IT centric projects, leading special projects spanning across the IT Division, including, but not limited to: Development of IT annual plan in accordance with Corporate planning schedule. Development of IT Strategic and tactical plan for Vendor management and IT Temp Services process. Vendor management efforts pertaining to sourcing. Subcontracting and vendor evaluation studies pertaining to the IT organization. Develop efficient and effective solutions to implement new technologies and work processes. Drive process reengineering efforts through cooperation and coordination within IT Applications, IT Architecture and IT Operations. Provide input to the development of corporate IT standards and policies to ensure compatibility and integration throughout the company. Negotiate IT centric contracts; provide support/participate in IT RFP/RFQ processes. Creation of IT Metrics & Status reporting mechanisms (IT Dashboard; monthly reporting; quarterly reporting). Conduct research; consult with management and colleagues within the IT organization to develop executive level presentations.</p>	4	Bachelor's Degree
Helpdesk Manager	<p>Oversee 100% of the requests, incidents and problems. Manages and coordinates urgent and complicated support issues. Act as escalation point for all requests and incidents. Implement, enforce, and contribute to the refinement of phone/ticket escalation processes to ensure free flowing escalation and information within the organization. Drive toward identification of the root cause of issues and communicate appropriately to affected users and business leaders. Train, coach and mentor Service Desk Specialists including career development. Oversee staff activities. Builds or obtains (from other departments) training material for support staff. Using business operation schedule and data from historical support request volume, schedule employees working times and provide backup support. Provide data and reporting of KPI's and trends to IT department and others in ad-hoc, weekly, monthly and as needed. Will drive Ticket Deep Dive and develop strategies for improvement. Work to make Service Desk the single source of truth and service delivery channel for IT. Monitor and manage phone/email queue (participating in escalated calls as needed). Oversee support of IT Service Catalog and ensure that all service offerings are being supported within defined Service Level Agreements. Monitor Service Desk staff performance against Service Level Agreements, provide metric information to IT leadership, and address occurrences of non-performance. Identify issues creating trends within Service Catalog offerings that indicate a larger problem and engage appropriate problem management. Maintain an effective environment for managing and improving customer IT support in the organization. Advise management on situations that may require additional client support or escalation. Manage process for communicating outage/emergency activities to the organization. Interact with providers of critical third-party services and their support facilities when needed. Maintain staff salary and expense budget. Review survey feedback to improve services, tools and support experience. Keep</p>	8	Bachelor's Degree

	confidential all customer and employee personal information and matters, as well as company proprietary information.		
Helpdesk Specialist	Provide technical assistance and support for incoming Helpdesk Tickets related to computer systems, software, and hardware. Respond to queries either in person or over the phone in the local and remote offices. Manage and test new software and patches in Lab. Install or modify computer software and hardware. Troubleshoot technology related issues and document any relevant steps/activities. Assist in creating and maintaining ongoing documentation of hardware device inventory. Install Computer peripherals for users when needed. Assist in maintaining current IT Standard Operating Procedures for End Users. Be available for after hour work to provide support if needed. Lead and co-lead a training session for new and experienced hires. Perform asset management activities (procurement, receipt, inventory, tracking, distribution, etc.) in accordance with firm policy and IT Service process. Assist with IT tasks related to office moves, build outs and relocations.	4	Bachelor's Degree
Project Manager	Leads the project or multiple tasks and retains overall responsibility for performance including cost, schedule, deliverables and contractual compliance. Provides the interface to the customer and other project leaders. May work under a Program Manager for multiple projects. Identifies, acquires, and utilizes company resources to achieve project technical objectives. Establishes priorities, task assignment and completion. Ensures quality and productivity standards are maintained while meeting project/client deadlines and budget constraints. Serves as the client liaison on all project matters. Performs a quality assurance role and ensures timely delivery of all specified deliverables. Identifies all task responsibilities and reports any changes or suggestions accordingly to a senior Project Manager or Program Manager. Supervises the training of new personnel under the project to assure compliance with government regulations, codes, and Company policy and procedures. Participates in contract negotiations.	8	Bachelor's Degree
Quality Assurance Manager	Lead and mentor the automation team of QA engineers through example by establishing and honing best practices and guidelines. Actively participate in project plans, estimating work and monitoring progress against milestones. Produce and maintain useful and usable documentation from a QA standpoint. Develop/Execute manual test procedures for new and existing functionality. Automating QA testing for full regression testing. Create Policies and procedures for a successful QA testing process. Mentor other junior QA members on all processes and procedures. Execute test scenarios to assure quality of the required functionality. Develop/Execute load tests to ensure functionality under various load scenarios. Work with developers to improve overall software quality including adherence to coding standards, unit testing standards, and related development practices. Creates and executes test cases with test data and documents results for all testing phases (functional, integration, regression, and system testing). Records discrepancies between code and specifications. Re-tests fixes. Work with team leads to enhance development and QA processes. Respond to Software Quality Assurance issues with related groups such as Development, Database, Integration, and Customer Support. Anticipates program release problems and takes corrective action, escalating as needed, to resolve and achieve schedule commitments. Develops domain expertise and actively participates in functional and technical specification reviews to provide domain expertise and testability input. Other duties as business needs require or assigned	9	Bachelor's Degree

Quality Assurance Tester	Excellent oral and written communication and interpersonal skills. Able to establish effective work relationships. Responsible for planning and execution of the Program's validation and verification processes of all configuration items. Leads and/or participates in integration and test planning activities for appropriate purposes of validation and verification. Performs requirements analysis and gap analysis to ensure verifiability of requirements throughout systems development lifecycle. Establishes evaluation criteria for requirements as assigned. Involved in software design, code, unit test and implementation of detailed test procedures. Prepares status reports. Successfully conducts integration and test activities utilizing C++, UNIX, automated tools, RTM, McCabe Visual, Test tools, XRUNNER, and the MS Office suite. May serve as a member of a change control board or other supporting program or executive committees. Interacts with the customer to ensure errors and system modifications are tested, evaluated, and incorporated into the final technology solution successfully.	7	Bachelor's Degree
Security Engineer	Conducts physical security surveys of buildings and/or offices to achieve and maintain maximum protection of classified and/or sensitive information. Performs comprehensive security surveys for new facilities and for relocation or modification of existing facilities. Ensures that equipment planned for installation in new/existing facilities adheres to policies governing physical and communications security. Coordinates the acceptance testing of new communications equipment and facilities with area technicians and post operations personnel. Maintains records and reports.	5	Bachelor's Degree
Software Engineer	Leads meetings with functional/user management to define business systems requirements and to resolve problems in existing jobs. Analyzes cost and benefit trade-offs of systems solutions. Typically leads a team of other programmer analysts in any of the phases in the life cycle of application software. Leads development of systems design specifications, and prepares or reviews systems documentation and report layouts using automated tools, current design techniques or functional program specifications. Codes or reviews code of more complex programs, generates or reviews program test data, and leads test and debugging of programs. Reviews program and system documentation.	4	Bachelor's Degree
Sr. Business Analyst	Consistently performs analysis and translates business needs to create high-quality Business Requirements and Functional Specifications documentation within specified time frames to solve most complex problems (multiple interfaces with other systems across multiple business units) considering all impacted components from an end-to-end perspective. Ensures end-to-end traceability of requirements is complete. Applies specific functional and/or business expertise to perform assigned tasks and develop specific project deliverables. Conducts impact analysis of technology changes on business processes and existing technology. Competent to work at the highest technical capacity on most phases of the business systems analysis. Contributes to the review of Test Planning and Test Execution strategies. Creates the appropriate User-Interface Model(s) to support projects. Develops business workflow diagrams. Assists in the development of data models and interface design specifications. Documents, tracks, and resolves issues related to data quality. Contributes to the design and mapping of data conversion strategies. Participates in collaborative system and data design sessions with the user community, technical architecture resources, and development resources. Completes project activities on time and within budget, and proactively identifies and communicates issues that may jeopardize milestones or project budget to the Project Manager.	10	Bachelor's Degree

	<p>Develops Product Overviews, FAQs, Tool Glossaries, system training material, and system user documentation to support implementation activities.</p> <p>Creates appropriate communication materials are documented and distributed appropriately.</p> <p>Conducts interviews, fact-finding, and independent research to design creative, progressive IT solutions for business problems.</p>		
Sr. Network Engineer/Architect	<p>Maintain a solid understanding of the industry's standards, technology architectures and platforms, integration strategies, methodologies, design and modeling tools, development and deployment utilities, testing tools, trends and best practices. Support the development and fostering of relationships with the industry's leading vendors and organizations. Participate in activities including Client POC's, Seminars, Product Demonstrations, Authoring of White Papers etc., at the direction of your management. Support development of new offerings for the organization. Discover/Design/Deliver. Lead the end-to-end design of a proposed solution, including the preparation of customer presentations, configurations, budgetary proposals, and detailed diagrams. Conduct live demonstrations of solutions offerings for prospects in our lab/demo environment. Participate and assist in managing vendor-lead training and certification curriculums as directed. Attend and participate in local/regional vendor-sponsored training events, as directed. Develop relationships with counterpart technical engineers at key vendors. Leverage experience to provide mentoring to other members of the technical team as appropriate. Support technical needs in the lab environment through integration of new and existing technologies. Provide support in the generation of proposals, quotes and statements of work including solution approaches, resource time allocation and role assignments for the engagement. Responsible for ensuring the practice obtains/maintains certifications that are required for specific technical areas, including the personal attainment of certifications, support of attainment by team members, and work with vendors on obtaining required training and preparation material. Mastery of routing & services including BGP, OSPF, EIGRP, GRE, PBR, NAT, DHCP, DNS, NTP, HSRP, QoS, multicast. Must have working knowledge with application protocols, IPv6, Linux, Windows, Mac and mobile devices would be helpful. Solid background with firewall security policies involving complex objects, rules, NATs, inspection policies, etc. Experience with various Cisco products WCS, WLC, ACE, WAAS, NAC, IPS, ACS and Nexus. Experience with Cisco UC/IPT/VoIP including phone systems, vmail, phones, voice gateways, etc. would be a plus. Experience with penetration testing, ethical hacking, performing security assessments, Nessus, Metasploit a plus.</p>	8	Bachelor's Degree
Sr. Program Manager	<p>Onsite responsibility for the day to day delivery of the entire program. Oversee and provide executive status reporting. Lead extremely complex projects (or multiple projects) spanning across business areas. Able to impact beyond area of responsibility and serve in leadership roles as needed. Ensures strategic direction of projects is in line with company and business unit goals and objectives. Consults and makes recommendations to senior management/executives on significant issues. Ability to interact with all levels including senior management and influence decision-making. Proven ability to determine key business issues, develop effective action plans and implement to successful conclusion. Ability to operate at a strategic business level and fully incorporate business strategies within all projects tactically. Proactively manage program risks and issues. Proactively manage scope and contractual requirements.</p>	11	Bachelor's Degree

	<p>Onsite responsibility for the day to day delivery of the entire program. Oversee and provide executive status reporting. Lead extremely complex projects (or multiple projects) spanning across business areas. Able to impact beyond area of responsibility and serve in leadership roles as needed. Ensures strategic direction of projects is in line with company and business unit goals and objectives. Consults and makes recommendations to senior management/executives on significant issues. Ability to interact with all levels including senior management and influence decision-making. Proven ability to determine key business issues, develop effective action plans and implement to successful conclusion. Ability to operate at a strategic business level and fully incorporate business strategies within all projects tactically. Proactively manage program risks and issues, scope and contractual requirements.</p>		
Sr. Software Engineer	<p>Design, develop and integrate new features and software for existing and next generation of products. Perform rollout strategies, application testing, performance tuning, balancing, usability, automation and support/troubleshooting of customer problems including software bug fixing. Recreate existing applications into a new framework using new platform and technologies. Interpret functionality of existing code, and refactor with new technologies. Special projects as assigned. Must have experience with Windows applications using C#, .Net. Knowledge of C++ is a major plus. Must have experience in programming interactions with hardware devices or in writing code for embedded devices. Demonstrable proficiency with object oriented design, patterns, and development. Demonstrable knowledge of software development processes and coding techniques. Commercial software development experience with proficiency in developing multi-tier solutions. Strong debugging and diagnostic skills. WPF and experience with protocol specifications and analysis is a plus. Excellent communication skills (verbal and written), good interpersonal skills, ability to gather and understand requirements. Must be high energy, self-motivated, ambitious, and flexible. Excellent communication and interpersonal skills. Ability to prioritize competing projects and deliver with confidence in a fast-paced environment. Meticulous attention to detail and strong organizational sense. Motivated with the ability to work independently as well as part of a team. Strong computer skills; proficiency in MS Office.</p>	8	Bachelor's Degree
Sr. Support Engineer	<p>As the Senior Support Engineer, you will be responsible for leading strategic efforts in support of the Developments team. This includes identifying and leading efforts to improve the performance and stability of the core CarShare operations platform. You will identify and lead efforts to streamline and automate routine support and maintenance tasks. Must be committed to incorporating security into all decisions and daily job responsibilities. Application development experience with exposure to various methodologies (Waterfall, Scrum, Kan Ban, etc.) Experience with core web technologies: HTML, CSS, PHP and JavaScript Broad IT knowledge spanning software, infrastructure and support services. Proven record of taking initiative and driving a plan effectively. Secure in independent judgment and autonomous decision making Solid experience and excellence in business communications and interactions with senior management. Outstanding written and verbal communication skills. Excellent at building and maintaining relationships across and outside of IT.</p>	7	Bachelor's Degree

Support Technician	Initiates, updates, tracks and closes incident/support requests; Laptop/desktop setup and support for all regions. New Hire account support. Setup and support Cisco VoIP phones, basic networking and WiFi access, printer support, mobile devices, VPN access and other company service solutions. Installs / replaces hardware and applications as needed. Provides basic Active Directory user administration. Documents configurations and procedures. Works with other team members when necessary to correct or improve desktop and/or laptop performance. Provides technical support, training, and guidance to team members or less experienced technicians. Works with the team to ensure that all procedures and processes are clear and defined. Assist with inventory and asset management for all IT equipment. Able to work independently, but still follow established policy and procedure. Excellent oral and written communication skills. On-call duties after hours and weekend – Call rotation schedule.	3	Bachelor's Degree	
System/Network Admin/Analyst	Provide quality custom software development. Responsible for the development of internal and external documentation such as design documents, technical programming and testing documents, and user documentation. Also responsible for determining estimates and timelines for the development of projects, providing technical software support, and investigating and resolving software problems. Work directly with clients during the development cycle. Develop software products using quality programming skills. Work directly with the software reviewer to make any necessary corrections and integrate the new software in our system. Design projects for internal and external customers. Develop a detail test plan for the project Resolve software investigations. Use tools such as the debugger and analysis skills to evaluate the software and determine the cause of the problem. Develop, test, and integrate software solutions into system. Review projects and software investigations. Review project codes for potential errors in logic and violations of coding standards. Work directly with the project developer communicating necessary modifications to the code. Participate in a walkthrough of the code with the project developer and a moderator. Read the test plan and thoroughly test the software	5	Bachelor's Degree	
Systems Engineer	Performs analysis, design, and development of complex computer systems software which may require some research and analysis. Evaluates and determines user needs with the maintenance of single-product modules and sub-systems. Designs and develops utility programs and operating systems adjuncts such as executive programs. Participates in the development of test strategies, devices and systems. Researches problems discovered by quality assurance or product support and develops solutions to the problems. Researches and understands the marketing requirements for a product, including target environment, performance criteria, and competitive issues. Assists in the evaluation of software and hardware products.	4	Bachelor's Degree	
Systems Instructor	Responsible for the development and implementation of training curriculum (copyright rights kept with instructor). Ability to share your experience/knowledge with developers. Design programs/materials for targeted message delivery. Adaptable to multiple clients/locations and personalities, and take care of all client and student needs. Ability to have fun, engage with students, and leave a lasting impression. Past experience in teaching/training/mentoring adults on technical topics in a formal classroom setting. Developer/architect in a software development organization. Experience writing code. Publishing books about software, training and/or mentoring other developers a plus. Passion for training and helping others learn. Solid understanding of the best methodologies for delivering hands-on training to professionals.	4	Bachelor's Degree	

Technical Writer	Work with peers as a member of the team in matrix organization. Determine the needs of the end user of technical document. Work with technical staff to create SOPs, processes and procedures. Organize and write supporting documents for products and services. Standardize content across different platforms and media. Gather information from technical staff. Write and revise technical documents as required. Identify, escalate and communicate issues in a timely manner.	3	Bachelor's Degree	
Network Engineer	Cisco seeks a Network Consulting Engineer (Test Engineer) to help customers maximize network availability and functionality to achieve their business goals. The NCE delivers the technologies, solutions and services customers need to expertly manage their networks. In this role, you will be "Cisco's face to the customer," working in a fast-paced, high-impact environment as a visible contributor delivering on our commitments. The ideal candidate is a creative problem solver, comfortable with challenging the status quo and rapidly responding to escalated issues. With a seasoned mix of broad networking knowledge and specific area expertise, as well as excellent Customer Relationship Management (CRM) skills, you're well positioned to become a trusted advisor capable of building solid, long-term relationships with customers. Assess deployment risks for new platforms and/or technologies. Consult with Customers to author and revise test plans based upon the risk assessment. Perform the Setup and execution of customer specific tests. Consult with customers regarding the application and interpretation of test results. Perform analysis and diagnosis of highly complex networking problems.	6	Bachelor's Degree	CCIE
IT Security & Privacy Manager	The IT Security and Privacy Manager is a key member of the Information Security and Privacy team and works closely with the data protection working group, Infrastructure and application services team to ensure privacy program and controls are in place. The Privacy and Security Manager will serve as a subject matter expert on Information Security and Privacy principles; company policies and standards; and regulatory requirements as they pertain to privacy and security incidents. The person in this position will be required to understand and communicate the reporting requirements as defined by company policy and interpret and apply the concepts and requirements when processing and managing privacy and security incidents. Develop Privacy Program Strategy and Roadmap. Create and deliver educational, training and orientation programs for all employees, contractors and other appropriate third parties Evaluates and Conduct privacy risk assessments as needed Maintains current knowledge of application federal, state, EU and global data protection laws and accreditation standards Serves as a member of or liaison to the organization's Data Protection Working Group. Builds and develops strategic working relationships across business groups Reviews all system-related information security plans throughout the practice/organization's network to ensure alignment between security and privacy practices Provide support and conduct reviews of contracts, service level and evaluation agreements. Maintains the privacy reportable issues inventory database. Collaborates within various business groups to analyze and evaluate reported privacy and security incidents to determine whether a loss of sensitive data, protection health information, policy violation, and/or cyber or other threat to the enterprise has occurred. Leads, performs or reviews security incident investigations. Develop follow-up action plans to resolve Reportable Issues, and communicates with the Data Protection Working Group Works with the Security Operations and Incident Response team to address security threats and incidents. Analyzes and identifies trends from privacy and security reportable issues. Defines and creates	8	Bachelor's Degree	CIPP/US, CIPM, CIPP/EU, CHP

	privacy and security reportable issues metrics and reports. Participates in other activities relating to security and privacy incident management.			
Program Manager	<p>Translate product strategy into detailed requirements and prototypes, and then work with designers, developers, and quality engineers to implement these features. Bring a detailed eye for user experience and design to ensure features drive high adoption and customer enthusiasm. Facilitate communication throughout the development process between a variety of internal teams as well as customer facing teams, ensuring that products satisfy customers' needs and are highly adopted. Serve as a product evangelist with Marketing, Sales, and the go-to-market organization to help them understand the vision, roadmap and best practices. Interact with customers to get product feedback and identify additional market opportunities. Currently pursuing a degree in Computer Science, Product Design, Business Administration, Engineering or related field. Demonstrated experience in gathering and transforming customer needs into an actionable product vision and requirements definition. Excellent organizational skills, analytic capabilities, and attention to detail. Proven ability to influence cross-functional teams without formal authority. Strong communication skills.</p> <p>Demonstrated experience in the agile software development process. Proven Success. 7-12 years of Analytics, Big Data, MDM product management experience with a demonstrable track record of success. Drive and Passion. High energy and passion for the product. A willingness to go the extra mile in a fast-paced environment. A strong focus on detail. You've got the situation under control before others even know there's an issue. Technical background. Demonstrated experience developing innovative software. A strong knowledge of n-tier web application development, and the ability to speak with developers in their own language. Domain knowledge. Experience in product marketing, solutions marketing, and/or product management with a focus on master data management (MDM), data quality, data integration, and/or cloud data integration/ data management. Business Acumen. Demonstrated experience in understanding and solving business challenges. An ability to prioritize products to meet customer needs and work with marketing to get the products successfully in customers' hands.</p>	7	Bachelor's Degree	
Business Analyst	<p>Working on Quoting, Ordering, Contract Management domains for Cisco Service Contract Center. Interacting with stakeholders and end users to identify the business requirements using JAD Sessions, One-on-One interviews, Group Interviews, Questionnaires, Follow ups etc. Creating the Business Requirement documents (BRDs) and working with IT counterparts to develop the Functional Design Documents. Performing Gap Analysis and identifying gaps within provided business requirements as well as the current functionality. Identifying the Change Requests and working with IT and Business groups to implement the solution. Coordinating with cross-functional teams on a daily basis</p>	8	Bachelor's Degree	

IT Professional Services Pricing

Special Item Numbers 132-51, 132-51STLOC, and 132-51RC

<u>Labor Category Title</u>	<u>GSA Rate</u>
<i>Administrative Specialist**</i>	<i>\$58.95</i>
<i>Business Analyst</i>	<i>\$69.63</i>
<i>Configuration Analyst</i>	<i>\$79.01</i>
<i>Database Analyst 1</i>	<i>\$52.38</i>
<i>Database Analyst 2</i>	<i>\$86.92</i>
<i>Database Architect</i>	<i>\$101.19</i>
<i>Financial Specialist</i>	<i>\$48.23</i>
<i>Helpdesk Manager**</i>	<i>\$80.40</i>
<i>Helpdesk Specialist**</i>	<i>\$65.07</i>
<i>IT Security & Privacy Manager</i>	<i>\$105.29</i>
<i>Network Engineer</i>	<i>\$101.22</i>
<i>Program Manager</i>	<i>\$86.15</i>
<i>Project Manager</i>	<i>\$133.88</i>
<i>Quality Assurance Manager</i>	<i>\$81.82</i>
<i>Quality Assurance Tester</i>	<i>\$64.19</i>
<i>Security Engineer</i>	<i>\$97.93</i>
<i>Software Engineer</i>	<i>\$95.25</i>
<i>Sr. Business Analyst</i>	<i>\$96.72</i>
<i>Sr. Network Engineer/Architect</i>	<i>\$137.24</i>

<i>Sr. Program Manager</i>	\$167.16
<i>Sr. Software Engineer</i>	\$118.81
<i>Sr. Support Engineer</i>	\$88.44
<i>Support Engineer</i>	\$71.79
<i>Support Technician**</i>	\$62.22
<i>System/Network Admin/Analyst</i>	\$87.82
<i>Systems Engineer</i>	\$86.15
<i>Systems Instructor</i>	\$74.59
<i>Technical Writer**</i>	\$74.59

SCA MATRIX		
SCA Eligible Contract Labor Category	SCA Equivalent Code - Title	WD Number
Administrative Specialist	01020 - Administrative Assistant	WD 05-2061 (Rev.-17)
Help Desk Manager	14045 - Computer Operator V	WD 05-2061 (Rev.-17)
Help Desk Specialist	14044 - Computer Operator IV	WD 05-2061 (Rev.-17)
Support Technician	14160 - Personal Computer Support Technician	WD 05-2061 (Rev.-17)
Technical Writer	30461 - Technical Writer I	WD 05-2061 (Rev.-17)

Service Contract Act: The Service Contract Act (SCA) is applicable to this contract and it includes SCA applicable labor categories. The prices for the indicated (**) SCA labor categories are based on the U.S. Department of Labor Wage Determination Number(s) identified in the SCA matrix. The prices offered are based on the preponderance of where work is performed and should the contractor perform in an area with lower SCA rates, resulting in lower wages being paid, the task order prices will be discounted accordingly.